



Department of Medical Assistance Services  
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[www.dmas.state.va.us](http://www.dmas.state.va.us)

# MEDICAID PROVIDER MANUAL UPDATE

**TO:** All providers participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid recipients, and all holders of the Virginia Medicaid provider manuals

**UPDATE:** GEN2 01-03

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services

**DATE:** 7/15/2003

**SUBJECT:** Update to Chapter III of All Provider Manuals

The purpose of this memorandum is to notify you of changes to your provider manual. The attached table shows the changes to the manual. Please download the new pages to insert in your manual and retain the attached table.

The amendments to Chapter III, among other things, provide updated information related to the new Virginia Medicaid Management Information System (MMIS).

Please review these changes carefully.

## **COPIES OF MANUALS**

DMAS publishes copies of its provider manuals and provider manual up-date transmittals on its website at [www.dmas.state.va.us](http://www.dmas.state.va.us). The provider manuals and transmittals can be viewed on and printed from the website. The transmittals describe the updated materials and manual chapters and pages revised. For a list of updates, click on "up-date transmittals" in the "Provider Manuals" column. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

## **"HELPLINE"**

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

|          |                |                 |
|----------|----------------|-----------------|
| 786-6273 | Richmond area  |                 |
|          | 1-800-552-8627 | All other areas |

Please remember that the "HELPLINE" is for provider use only.

Attachment (1)

***CHAPTER III***  
**REVISION CHART**  
**July 15, 2003**

**SUMMARY OF REVISIONS**

| <b>MANUAL<br/>SECTION</b> | <b>MATERIAL REVISED</b> | <b>NEW PAGE<br/>NUMBER(S)</b> | <b>REVISED PAGE(S)</b> | <b>REVISION<br/>DATE</b> |
|---------------------------|-------------------------|-------------------------------|------------------------|--------------------------|
| Chapter III               | Entire Chapter          |                               | Entire Chapter         | 7/15/03                  |

**FILING INSTRUCTIONS**

| <b>MANUAL<br/>SECTION</b> | <b>DISCARD</b> | <b>INSERT</b>  | <b>OTHER INSTRUCTIONS</b> |
|---------------------------|----------------|----------------|---------------------------|
| Chapter III               | Entire Chapter | Entire Chapter |                           |